Masterstreet 25  
 3521 Denver

(use the address data < syllabus)

Dear Mr Bohr

Thank you for your letter. I am/we are very glad to hear that you are pleased with our PCs.

However, I regret to announce that the PB Platinum 7600 cannot be upgraded because that particular model is no longer in production. Please find enclosed our latest catalogue and allow me to draw your attention to the PB Platinum 8600 PC. I believe that this PC suits all your needs.

* ‘we’ = better as a subject in formal letters

Shall I have my assistant contact you to arrange a demonstration of the latest models?

(I am very sorry for the inconvenience.) We hope we can work something out./ We trust we will find a suitable alternative and we look forward to …

Yours sincerely

Mr first name? Cole  
IT Administrator  
Denver IT Center